DOCUMENT RESUME

ED 444 654 JC 000 608

TITLE	NVCC Continuing Education Course Evaluations by Campus. OIR Report.
INSTITUTION	Northern Virginia Community Coll., Annandale. Office of Institutional Research.
REPORT NO	NVCC-OIR-R-3-00
PUB DATE	2000-02-00
NOTE	25p.
PUB TYPE	Numerical/Quantitative Data (110) -- Reports - Research (143)
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	Community Colleges; *Continuing Education; *Course Evaluation; Participant Satisfaction; Postsecondary Education; *Student Attitudes; *Student Evaluation of Teacher Performance; Student Experience; Student Surveys
IDENTIFIERS	*Northern Virginia Community College

ABSTRACT

The report summarizes continuing education course evaluation data from all five campuses of Northern Virginia Community College (NVCC) for the summer 1999. The purpose of the report was to provide a cross-section view of student satisfaction with courses, instructors, and processes. Over 93% of the student respondents from all five campuses indicated that the course met their goals and/or expectations. There was little difference in the levels of satisfaction with course instructors expressed by students from the different campuses. Among the five campuses, between 73% to 85% of the students ranked their instructor as "excellent." Except for students from the Alexandria Campus, most students learned about the continuing education course through a flier or brochure. These students mostly registered for the course by phone. At the Alexandria Campus, a greater number of the students indicated they learned about the course through "other means" (e.g., another continuing education course, the NVCC Web site, etc.). Forty-four percent of the students on this campus indicated that they registered in person for a course. Across the NVCC campuses, 96% to 99% of the students indicated that they found the registration process to be satisfactory. Contains 30 Tables. (Author/JA)

Reproductions supplied by EDRS are the best that can be made
from the original document.

ED 444 654

NVCC CONTINUING EDUCATION COURSE EVALUATIONS BY CAMPUS

OIR Report No. 3-00

Office of Institutional Research

Northern Virginia Community College

February 2000

© NVCC-OIR, February 2000

TC000608

S C. Warner

1

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)
This document has been reproduced as received from the person or organization originating it.
☐ Minor changes have been made to improve reproduction quality.
• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

BEST COPY AVAILABLE

NORTHERN VIRGINIA COMMUNITY COLLEGE

COLLEGE MISSION AND GOALS

The mission of Northern Virginia Community College is to respond to the educational needs of its dynamic and diverse constituencies through an array of comprehensive programs and services that facilitate learning and workforce development in an environment of open access and lifelong educational opportunities.

To achieve this mission, the following strategic goals for 1999-2001 are established:

I. Sustain and Strengthen Academic Quality and Teaching Excellence.

II. Enhance the Quality of Services to Students.

III. Expand the Integration of Technology in Instruction and Administration.

IV. Increase Access to College Programs and Services.

V. Improve the Quality of Institutional Communication.

VI. Strengthen Programs That Help Build a World Class Workforce.

VII. Promote Responsiveness to Diversity of Students and Employees.

VIII. Strengthen and Develop Additional Linkages with Community Groups.

IX. Integrate College Planning and Facility Requirements.

X. Enhance the Overall Wellness of Our Working and Living Environments.

NVCC CONTINUING EDUCATION

COURSE EVALUATIONS BY CAMPUS

Table of Contents

Executive Summary

Introduction

Section I: Continuing Education Course Evaluations, Alexandria Campus Students

Section II: Continuing Education Course Evaluations, Annandale Campus Students

Section III: Continuing Education Course Evaluations, Loudoun Campus Students

Section IV: Continuing Education Course Evaluations, Manassas Campus Students

Section V: Continuing Education Course Evaluations, Woodbridge Campus Students

Summary

List of Tables

Table 1: Satisfaction With Course, Alexandria Campus Students

Table 2: Rating of Instruction, Alexandria Campus Students

Table 3: Instructor Recommendation, Alexandria Campus Students

Table 4: "How Did You Find Out About the Course?", Alexandria Campus Students

Table 5: Course Registration, Alexandria Campus Students

Table 6: Satisfaction with Registration Process, Alexandria Campus Students

Table 7: Satisfaction With Course, Annandale Campus Students

Table 8: Rating of Instruction, Annandale Campus Students

Table 9: Instructor Recommendation, Annandale Campus Students

Table 10: "How Did You Find Out About the Course?", Annandale Campus Students

Table 11: Course Registration, Annandale Campus Students

NVCC CONTINUING EDUCATION COURSE EVALUATIONS BY CAMPUS

Executive Summary

The Continuing Education units at Northern Virginia Community College (NVCC) develop course offerings designed to meet the specialized educational needs of the community. Every semester courses are offered in business, computer technology, health, test preparation, personal development, as well as many other areas of high demand.

Continuing Education units at each campus conduct evaluations of all their courses. These evaluations measure the level of student satisfaction with courses and instruction. The Office of Institutional Research (OIR) assists the units in analyzing the evaluation data. Continuing Education units use the information from these evaluations for planning and decision-making purposes.

This report summarizes continuing education course evaluation data from all five campuses for the Summer 1999. The purpose of the report was to provide a cross-section view of student satisfaction with courses, instructors, and processes. There are five chapters, which present the findings from each campus separately.

Overall, students reported high levels of satisfaction with continuing education courses, instructors, and registration processes. There was little difference between the students from the various campuses in their satisfaction with courses. A large proportion of the students from all five campuses indicated that they would recommend the course instructors to others.

The continuing education instructors were also highly rated in six different areas of instructional quality. These areas included knowledge of subject material, ability to communicate, preparation for class, organization of course content, willingness to answer questions, and ability to clarify difficult concepts. Among the five campuses, between 73% to 85% of the students ranked their instructors as "excellent". In addition, between 96% to 98% of the students indicated they would take another course with the same instructor. Again, there was little difference between the responses from the different campuses.

The following are highlights from this report:

Section I: Alexandria Campus

- Ninety-seven percent of the students indicated that their goals for the continuing education course had been met.
- A vast majority (96%) of the students gave the instructor an overall rating of "excellent" or "good".
- Ninety-eight percent of the students reported that they would recommend the course instructor to others. In addition, 97% of the students indicated they would like to enroll in another course taught by the same instructor again.
- Sixty-six percent of the students learned about the course either through word of mouth or by some "other means" (e.g. another continuing education course, the NVCC website, etc).

- The most common mode of course registration was in person (44%). In addition, 97% of the students stated that they were satisfied with the registration process.

Section II: Annandale Campus

- Ninety-three percent of the students stated that their course goals had been met.
- Ninety-six percent of the students judged the overall instructor qualities as "excellent" or "good".
- The majority of the students (97%) said they would recommend the course instructor to others. Similarly, out of 492 responses, 96% indicated they would like to take another course taught by the same instructor again.
- Sixty percent of the students indicated that they learned about the continuing education class through a flier or brochure. The greatest percentage of the students (62%) registered for the course by telephone. Over 97% of the students rated the registration process as being satisfactory.

Section III: Loudoun Campus

- Over 95% of the students agreed that their goals for the course were met.
- Ninety-five percent of the students gave instructors an overall rating of "excellent" or "good".
- When asked if they would recommend the course instructor to others, 98% stated that they would. Similarly, 97% of the students would take another course taught by the same instructor again.
- The largest proportion of students learned about a continuing education course through a flier or brochure (39%). Sixty-six percent registered for the course by telephone. When asked if the registration process was satisfactory, 97% agreed with this statement.

Section IV: Manassas Campus

- Ninety-three percent of the students felt that their course goals were met.
- An overall instructor rating of "excellent" or "good" was given by 95% of the students.
- Ninety-three percent of the students would recommend the course instructor to others. In addition, over 97% of the students indicated they would take another course taught by the same instructor.
- Sixty-four percent of the students learned about the course through a flier or brochure. The

largest proportion of the students registered by telephone (54%). Ninety-eight percent of the students evaluated the registration process as satisfactory.

Section V: Woodbridge Campus

- When asked if their goals and/or expectations for the course had been met, 95% of the students agreed with this statement.
- Ninety-seven percent of the students gave their instructor an overall rating of "excellent" or "good".
- Over 98% of the students said they would recommend the course instructor to others. Similarly, 98% of the students would take another course from the same instructor.
- Half of the students indicated that they learned about the course via a flier or brochure. Another quarter heard about the course by some "other means" (e.g. another continuing education course, the NVCC website, etc.). The greatest proportion of the students (53%) registered by telephone. Almost all (99%) of the students rated the registration process as satisfactory.

NVCC CONTINUING EDUCATION COURSE EVALUATIONS BY CAMPUS

Introduction

The Office of Institutional Research (OIR) assists the Continuing Education units on each campus in evaluating all offered courses. Information from these evaluations is used by the units for planning purposes. This report consists of an analysis, which summarizes the continuing education course evaluations for Summer 1999. The purpose of this report was to provide a cross-section view of student satisfaction with courses, instructors, and processes. The information is presented in five sections, one section for each campus.

All students in continuing education courses were asked to evaluate the course, instructor, and registration process at the conclusion of the class.* Continuing Education units use the course evaluation information as one of many indicators in measuring the effectiveness of their programs. For this report, OIR conducted a cross-section analysis of randomly selected evaluations from Summer 1999 continuing education courses at all five campuses.** A total of 1,325 course evaluations were analyzed and the data were aggregated by campus.

The continuing education course evaluations asked students whether the course met their goals or expectations. Students were also asked to rate their instructor in six areas. These areas included knowledge of subject material, ability to communicate, preparation for class, organization of course content, willingness to answer questions, and ability to clarify difficult concepts. In addition, the course

evaluations solicited information from the students regarding if they would recommend the course instructor to others, how they learned about the course, what registration process they used, and if they were satisfied with the registration process.*** The data are presented by the students' campus in this report.

It is important to note that the sample size varied due to changes in the number of students responding to each question. The same number of students did not respond to each question in the continuing education course evaluation. Since the responses to each question were analyzed separately, the variations in the sample size did not affect the data results.

* Not every student who enrolled in a continuing eduction course completed an evaluation.

** The number of courses selected for analysis differed by campus. The number was in proportion to the total number of continuing education courses offered at a particular campus.

*** A copy of the evaluation form is attached at the end of the report. All campuses administered the same instrument.

Section I: Continuing Education Course Evaluations,

Alexandria Campus Students

A number of continuing education classes were randomly selected for analysis from the Alexandria Campus. From these classes, a total of 263 students responded to the continuing education course evaluation. All of the students responded to the evaluation question, "Did the course meet your goals/expectations?" As Table 1 shows, 97% of the students agreed that their expectations for the course had been met.*

Table 1: Satisfaction With Course, Alexandria Campus Students

"Did the Course Meet Your Goals/Expectations?"	Students	
	#	%
Yes	254	96.6
No	9	3.4
Total	263	100.0

Students were asked to rate the quality of instruction they received in the course. Specifically, students were asked to judge instructional quality as either "excellent", "good", "average", "below average", "poor", or "not applicable" on each of six areas. These six areas were knowledge of subject material, ability to communicate, preparation for class, organization of course content and materials, willingness to answer questions, and ability to clarify difficult concepts. The results are depicted in Table 2.

Ninety-six percent of the students rated the overall instructor quality as "good" or "excellent". No rating of "poor" was given on any of the six criteria, and only one response of "not

applicable" was given.

Students rated the six areas of instructional quality favorably. Specifically, 98% of the survey students rated instructor knowledge of subject material as being either "good" or "excellent". Ninety-six percent of the students rated the instructor's ability to communicate as either "good" or "excellent". In addition, there were no students who thought that the instructor's preparation for class was below average or poor.

Approximately 95% of the students reported the instructor's organization of course content and materials as being "good" or "excellent". Almost 90% of the Alexandria Campus students rated instructor willingness to answer student questions as "excellent". Finally, instructor ability to clarify difficult concepts was rated as either "good" or "excellent" by 95% of the students.

* Course goals were based upon the students' personal interpretations.

Table 2: Rating of Instruction, Alexandria Campus Students

Quality of Instruction	Excellent		Good		Average		Below Average		Poor		Not Applicable		# of Responses
	#	%	#	%	#	%	#	%	#	%	#	%	
Knowledge of subject material	215	84.6	34	13.4	5	2.0	0	0.0	0	0.0	0	0.0	254
Ability to communicate	192	78.4	43	17.6	8	3.3	2	0.8	0	0.0	0	0.0	245
Preparation for class	208	80.6	39	15.1	11	4.3	0	0.0	0	0.0	0	0.0	258
Organization of course content and materials	197	77.6	45	17.7	11	4.3	1	0.4	0	0.0	0	0.0	254
Willingness to answer questions	221	89.8	19	7.7	5	2.0	1	0.4	0	0.0	0	0.0	246
Ability to clarify difficult concepts	189	77.5	42	17.2	12	4.9	0	0.0	0	0.0	1	0.4	244
Overall Rating *	–	**81.4**	–	**14.8**	–	**3.5**	–	**0.2**	–	**0.0**	–	**0.1**	–

* The overall rating was obtained by calculating a weighted average of the individual ratings.

Students were asked if they would recommend the course instructor to others. Table 3 shows that 98% of the students would recommend the course instructor. In addition, 256 students responded to the question, "Would you take another course from this instructor?" Ninety-seven percent of the students indicated they would like to take a course taught by the same instructor again.

Table 3: Instructor Recommendation, Alexandria Campus Students

"Would You Recommend This Course Instructor To Others?"	Students	
	#	%
Yes	253	98.1
No	5	1.9
Total	**258**	**100.0**

Sixty-seven percent of the Alexandria Campus students learned about the course through a flier, employer, newspaper article, or word of mouth (see Table 4). Approximately 33% of the students learned about the continuing education course through "other means" not listed in the evaluation form. In addition, Table 4 indicates that more students learned about the course from a flier or word of mouth, than the students' employer or newspaper.

Table 4: "How Did You Find Out About the Course?"

Alexandria Campus Students

Source of Course Information	Students	
	#	%
Flier/brochure	47	27.0
Employer	7	4.0
Newspaper article	5	2.9
Word of mouth	57	32.8
Other	58	33.3
Total	**174**	**100.0**

Students were asked if they registered for the course by telephone, mail, fax, or in person. The greatest percentage of the students (44%) registered for the course in person. Another 27% of the students registered by telephone, while the remaining 29% registered by either fax or mail. Table 5 displays these results.

Table 5: Course Registration, Alexandria Campus Students

Method of Course Registration	Students	
	#	%

Telephone	54	26.5
Mail	27	13.2
Fax	33	16.2
In Person	90	44.1
Total	**204**	**100.0**

Finally, students were asked if the course registration process was satisfactory. As shown in Table 6, over 96% of the students rated the process as being satisfactory.

Table 6: Satisfaction with Registration Process, Alexandria Campus Students

Satisfaction with Registration Process	Students	
	#	%
Yes	218	96.5
No	8	3.5
Total	**226**	**100.0**

Section II: Continuing Education Course Evaluations,

Annandale Campus Students

A total of 514 randomly selected evaluation responses were analyzed from students enrolled in Annandale Campus continuing education courses. The evaluation asked students to respond to the question "Did the course meet your goals/expectations?" Out of 479 students, 93% agreed that their goals for the course had been met (see Table 7).*

Table 7: Satisfaction With Course, Annandale Campus Students

"Did the Course Meet Your Goals/Expectations?"	Students	
	#	%
Yes	447	93.3
No	32	6.7

Total	479	100.0

Using the choices of "excellent", "good", "average", "below average", "poor", or "not applicable", students were asked to rate the quality of instruction they received in the course. The majority of the students (96%) gave their instructor an overall rating of "excellent" or "good". Another 4% of the students evaluated their instructor as "average" and less than 1% rated their instructor as "below average" (see Table 8).

Approximately 99% of the respondents rated instructor knowledge of subject material as being either "good" or "excellent". Of those students who evaluated the instructor's ability to communicate, 68% rated this area as "excellent" and 27% rated it as "good". Over 99% of the students rated the instructor's preparation for class as average or better, with 75% of these students rating it as "excellent".

Other instructor qualities were also evaluated highly. Sixty-eight percent reported the instructor's organization of course content as "excellent" and 25% rated it as "good". Over 84% of all students evaluated the instructor's willingness to answer student questions as "excellent", 13% as "good" and 3% as "average". In addition, instructor ability to clarify difficult concepts was rated "excellent" by 66% of the students, "good" by 28%, and "average" by another 5%.

* Course goals were based upon the students' personal interpretations.

Table 8: Rating of Instruction, Annandale Campus Students

Quality of Instruction	Excellent		Good		Average		Below Average		Poor		Not Applicable		# of Responses
	#	%	#	%	#	%	#	%	#	%	#	%	
Knowledge of subject material	410	80.4	94	18.4	6	1.2	0	0.0	0	0.0	0	0.0	510
Ability to communicate	346	67.6	140	27.3	23	4.5	2	0.4	1	0.2	0	0.0	512
Preparation for class	379	74.6	114	22.4	13	2.6	1	0.2	0	0.0	1	0.2	508
Organization of course content and materials	345	67.8	125	24.6	36	7.1	2	0.4	1	0.2	0	0.0	509
Willingness to answer questions	434	84.4	65	12.6	13	2.5	1	0.2	1	0.2	0	0.0	514
Ability to clarify difficult concepts	335	65.8	142	27.9	26	5.1	2	0.4	1	0.2	3	0.6	509
Overall Rating *	--	**73.4**	--	**22.2**	--	**3.8**	--	**0.3**	--	**0.1**	--	**0.1**	--

* The overall rating was obtained by calculating a weighted average of the individual ratings.

As Table 9 shows, 97% of the students would recommend the course instructor to others. The continuing education evaluation also asked students if they would like to take another course taught by the same instructor. Out of 492 responses, 96% indicated that the student would like to take a course taught by the same instructor again.

Table 9: Instructor Recommendation, Annandale Campus Students

"Would You Recommend This Course Instructor to Others?"	Students	
	#	%
Yes	484	96.6
No	17	3.4
Total	**501**	**100.0**

The largest proportion of the students learned about the course through a flier or brochure (60%). This was followed by 14% of the students who learned about the course through other resources, and 12% learning of the course through their employer. Similar to the Alexandria Campus students, a smaller proportion of students used the newspaper to learn about courses compared to other methods (see Table 10).

Table 10: "How Did You Find Out About the Course?"

Annandale Campus Students

Source of Course Information	Students	
	#	%
Flier/brochure	265	60.1
Employer	53	12.0
Newspaper article	21	4.8
Word of mouth	40	9.1
Other	62	14.1
Total	**441**	**100.0**

When asked how they registered for the course, 62% of the students registered for the course by telephone. Another 22% of the students registered in person, while the remaining 16% registered by either mail or fax. Table 11 displays these results.

Table 11: Course Registration, Annandale Campus Students

Method of Course Registration	Students	
	#	%
Telephone	289	61.5
Mail	53	11.3
Fax	24	5.1
In Person	104	22.1
Total	**470**	**100.0**

When asked to evaluate if the registration process was satisfactory, over 97% of the students agreed with this statement (see Table 12).

Table 12: Satisfaction with Registration Process,

Annandale Campus Students

Satisfaction with Registration Process	Students	
	#	%
Yes	487	97.4
No	13	2.6
Total	**500**	**100.0**

Section III: Continuing Education Course Evaluations,

Loudoun Campus Students

Out of a random selection of Summer 1999 continuing education classes from the Loudoun Campus, 203 course evaluations were analyzed. Students were asked whether the course met their goals and expectations (see Table 13). Out of 186 students, 95% stated that their goals had been met.*

Table 13: Satisfaction With Course, Loudoun Campus Students

"Did the Course Meet Your Goals/Expectations?"	Students	
	#	%
Yes	177	95.2
No	9	4.8
Total	186	100.0

As Table 14 shows, students rated the quality of instruction they received in the course as either "excellent", "good", "average", "below average", "poor", or "not applicable". In general, 95% of the students rated the overall quality of instruction as either "excellent" or "good".

The six individual areas on the quality of instruction were all highly rated by the Loudoun Campus continuing education students. Ninety-six percent of the students evaluated the instructor's knowledge of subject material as either "good" or "excellent". Of the students who evaluated the instructor's ability to communicate, 94% rated this ability as either "good" or "excellent". In addition, approximately 96% of the survey students rated instructor preparation for class as either "excellent" or "good".

The fourth area, organization of course content, was also highly rated with 72% of the students stating that it was "excellent". Approximately 87% of the students rated instructor willingness to answer student questions as "excellent". Finally, instructor ability to clarify difficult concepts was rated as either "good" or "excellent" by 94% of the students. The ratings by Loudoun Campus students on the quality of instruction was very similar to the responses from students at both the Alexandria and Annandale Campuses.

* Course goals were based upon the students' personal interpretations.

Table 14: Rating of Instruction, Loudoun Campus Students

Quality of Instruction	Excellent		Good		Average		Below Average		Poor		Not Applicable		# of Responses
	#	%	#	%	#	%	#	%	#	%	#	%	
Knowledge of subject material	155	76.7	39	19.3	7	3.5	1	0.5	0	0.0	0	0.0	202
Ability to communicate	136	68.0	52	26.0	12	6.0	0	0.0	0	0.0	0	0.0	200
Preparation for class	158	77.8	36	17.7	8	3.9	1	0.5	0	0.0	0	0.0	203
Organization of course content and materials	141	71.6	36	18.3	19	9.6	1	0.5	0	0.0	0	0.0	197
Willingness to answer questions	173	86.9	24	12.1	2	1.0	0	0.0	0	0.0	0	0.0	199
Ability to clarify difficult concepts	140	71.4	45	23.0	7	3.6	2	1.0	0	0.0	2	1.0	196

Overall Rating *	–	75.4	–	19.4	–	4.6	–	0.4	–	0.0	–	0.2		–

* The overall rating was obtained by calculating a weighted average of the individual ratings.

Table 15 shows the responses to whether students would recommend the course instructor to others. Approximately 98% of the students would recommend the instructor. In addition, when students were asked if they would like to take another course from the class instructor, over 97% of the responses were "yes".

Table 15: Instructor Recommendation, Loudoun Campus Students

"Would You Recommend This Course Instructor to Others?"	Students	
	#	%
Yes	197	97.5
No	5	2.5
Total	**202**	**100.0**

The largest proportion (39%) of the Loudoun Campus students learned about the course from a flier or brochure. Table 16 shows that approximately twice as many students learned about the course through a flier or a brochure as from either word of mouth or some "other means". Fliers or brochures were over three times as useful to students in learning about the course as was either the student's employer or a newspaper article (see Table 16).

Table 16: "How Did You Find Out About the Course?"

Loudoun Campus Students

Source of Course Information	Students	
	#	%
Flier/brochure	68	39.1
Employer	20	11.5
Newspaper article	17	9.8
Word of mouth	35	20.1
Other	34	19.5
Total	**174**	**100.0**

The largest percentage of students (66%) registered for the continuing education course by telephone, followed by 21% registering in person. There were equal percentages of students who registered either by mail or fax (approximately 7%). Table 17 displays these results.

Table 17: Course Registration, Loudoun Campus Students

Method of Course Registration	Students	
	#	%
Telephone	118	65.6
Mail	13	7.2
Fax	12	6.7
In Person	37	20.6
Total	**180**	**100.0**

When questioned as to whether the registration process was satisfactory, a large number of students responded affirmatively. Ninety-seven percent of the students rated the process as being satisfactory (see Table 18).

Table 18: Satisfaction With Registration Process, Loudoun Campus Students

Satisfaction With Registration Process	Students	
	#	%
Yes	178	97.3
No	5	2.7
Total	**183**	**100.0**

Section IV: Continuing Education Course Evaluations,

Manassas Campus Students

A number of Summer 1999 continuing education classes were randomly selected for analysis from the Manassas Campus. From these classes, 171 students completed a continuing

education course evaluation. Of these 171 students, 158 responded to the question, "Did the course meet your goals/expectations?" Ninety three percent agreed that their goals and expectations for the course had been met (see Table 19).*

Table 19: Satisfaction With Course, Manassas Campus Students

"Did The Course Meet Your Goals/Expectations?"	Students	
	#	%
Yes	147	93.0
No	11	7.0
Total	158	100.0

Students were asked to rate the quality of instruction they received in the course. Specifically, students were asked to evaluate instructional quality as "excellent", "good", "average", "below average", "poor", or "not applicable" in each of six areas. The results are depicted in Table 20.

The majority (95%) of the total responses received in the six areas yielded a "good" or "excellent" rating. Specifically, 100% of the survey students rated instructor knowledge of subject material as being either "good" or "excellent". Of these, 80% gave an "excellent" rating. Students also rated the instructor's ability to communicate with 95% stating this as either "good" or "excellent". Also, the majority of the students (70%) stated that the instructor's preparation for class was "excellent".

Similarly, the remaining three areas of instructional quality were also highly rated. Students did not give any ratings of "poor" to instructors' organization of course content, willingness to answer questions, and ability to clarify difficult concepts. Between 91% to 98% of the responses in these three areas were "excellent" or "good".

* Course goals were based upon the students' personal interpretations.

Table 20: Rating of Instruction, Manassas Campus Students

Quality of Instruction	Excellent		Good		Average		Below Average		Poor		Not Applicable		# of Responses
	#	%	#	%	#	%	#	%	#	%	#	%	
Knowledge of subject material	137	80.1	34	19.9	0	0.0	0	0.0	0	0.0	0	0.0	171
Ability to communicate	128	76.6	31	18.6	7	4.2	1	0.6	0	0.0	0	0.0	167
Preparation for class	120	70.2	37	21.6	9	5.3	4	2.3	1	0.6	0	0.0	171

Organization of course content and materials	113	66.5	42	24.7	11	6.5	4	2.4	0	0.0	0	0.0	170
Willingness to answer questions	150	88.8	16	9.5	3	1.8	0	0.0	0	0.0	0	0.0	169
Ability to clarify difficult concepts	121	71.6	39	23.1	8	4.7	1	0.6	0	0.0	0	0.0	169
Overall Rating *	--	**75.6**	--	**19.6**	--	**3.7**	--	**1.0**	--	**0.1**	--	**0.0**	--

*** The overall rating was obtained by calculating a weighted average of the individual ratings.**

Students were asked if they would recommend the course instructor to others. Approximately 93% of the respondents said they would recommend the instructor (see Table 21). Students were also asked to respond to the survey question "Would you take another course from this instructor?" Ninety-seven percent of the students indicated they would like to participate in another course taught by the same instructor again.

Table 21: Instructor Recommendation, Manassas Campus Students

"Would You Recommend This Course Instructor to Others?"	Students	
	#	%
Yes	155	92.8
No	12	7.2
Total	**167**	**100.0**

Table 22 shows that a flier or brochure was the most common means that respondents learned about the course (64%). Approximately 13% of the students learned about the course through "other means", followed by 10% of the students finding word of mouth to be most useful in learning about the course.

Table 22: "How Did You Find Out About This Course?"

Manassas Campus Students

Source of Course Information	Students	
	#	%
Flier/brochure	102	64.2
Employer	7	4.4

Newspaper article	14	8.8
Word of mouth	16	10.1
Other	20	12.6
Total	**159**	**100.0**

Students used several methods to register for a course. The greatest percentage of students (54%) registered for a course by telephone. Another 29% registered for a course in person (see Table 23).

Table 23: Course Registration, Manassas Campus Students

Method of Course Registration	Students	
	#	%
Telephone	86	54.4
Mail	20	12.7
Fax	7	4.4
In Person	45	28.5
Total	**158**	**100.0**

Over 98% of the students rated the registration process as being satisfactory. The results are shown in Table 24.

Table 24: Satisfaction With Registration Process, Manassas Campus Students

Satisfaction With Registration Process	Students	
	#	%
Yes	166	98.2
No	3	1.8
Total	**169**	**100.0**

Section V: Continuing Education Course Evaluations, Woodbridge Campus Students

Out of a random sample of Woodbridge Campus continuing education courses, there were 174 students who completed a course evaluation. Students were asked to respond to the question, "Did the course meet your goals/expectations?" Out of 164 responses, 95% agreed to this statement (see Table 25).*

Table 25: Satisfaction With Course, Woodbridge Campus Students

"Did the Course Meet Your Goals/Expectations?"	Students	
	#	%
Yes	156	95.1
No	8	4.9
Total	**164**	**100.0**

Woodbridge Campus students were asked to evaluate six areas pertaining to the quality of instruction received in the continuing education course. The results are depicted in Table 26. Ninety-seven percent of the students described the overall instruction as being either "good" or "excellent". No rating of "poor" was received in any of the six areas.

Specifically, all 100% of the survey students rated instructor knowledge of subject material as either "good" or "excellent". Of the students who evaluated the instructor's ability to communicate, 83% rated this ability as "excellent". All 100% of the survey students rated instructor preparation for class as "average" or better.

The other three areas of instructional quality also received high ratings from the students. Seventy-nine percent of the students rated the instructor's organization of course content as "excellent", followed by 16% rating it as "good". The area of instructor's willingness to answer questions was evaluated even higher, with 92% of the students stating this was "excellent". In addition, 96% of the students rated the instructor's ability to clarify difficult concepts as either "excellent" or "good".

* Course goals were based upon the students' personal interpretations.

Table 26: Rating of Instruction, Woodbridge Campus Students

Quality of Instruction	Excellent		Good		Average		Below Average		Poor		Not Applicable		# of Responses
	#	%	#	%	#	%	#	%	#	%	#	%	
Knowledge of subject material	151	88.3	20	11.7	0	0.0	0	0.0	0	0.0	0	0.0	171

Ability to communicate	144	82.8	25	14.4	4	2.3	1	0.6	0	0.0	0	0.0	174
Preparation for class	145	83.8	21	12.1	7	4.0	0	0.0	0	0.0	0	0.0	173
Organization of course content and materials	131	79.4	26	15.8	7	4.2	1	0.6	0	0.0	0	0.0	165
Willingness to answer questions	152	92.1	11	6.7	1	0.6	1	0.6	0	0.0	0	0.0	165
Ability to clarify difficult concepts	130	80.7	25	15.5	4	2.5	0	0.0	0	0.0	2	1.2	161
Overall Rating *	--	**84.5**	--	**12.7**	--	**2.3**	--	**0.3**	--	**0.0**	--	**0.2**	--

*** The overall rating was obtained by calculating a weighted average of the individual ratings.**

Students were asked if they would recommend the course instructor to others. Ninety-eight percent of the students would recommend the instructor (see Table 27). In addition, over 98% of the students indicated they would like to take another course taught by the same instructor again. This was a similar response rate to the other campuses, which ranged from 96% to 98%.

Table 27: Instructor Recommendation, Woodbridge Campus Students

"Would You Recommend This Course Instructor To Others?"	Students	
	#	%
Yes	158	98.1
No	3	1.9
Total	**161**	**100.0**

When Woodbridge Campus students were asked how they found out about the course, a flier or brochure was the most popular means (50%). Approximately 27% of the students learned of the course through "other means" and over 16% of the students learned about the course through word of mouth (see Table 28).

Table 28: "How Did You Find Out About the Course?"

Woodbridge Campus Students

Source of Course Information	Students	
	#	%

Flier/brochure	70	50.4
Employer	1	0.7
Newspaper article	8	5.8
Word of mouth	23	16.5
Other	37	26.6
Total	**139**	**100.0**

Students were asked if they registered for this course by telephone, mail, fax, or in person. The largest percentage of the students (53%) said they registered by telephone. Another 39% of the students registered in person, 4% of the students registered by mail, and 4% of the students registered by fax. Table 29 displays these results.

Table 29: Course Registration, Woodbridge Campus Students

Method of Course Registration	Students	
	#	%
Telephone	79	52.7
Mail	6	4.0
Fax	6	4.0
In Person	59	39.3
Total	**150**	**100.0**

Approximately 99% of the respondents agreed with the question "Was the registration process satisfactory?" This was the highest rate of satisfaction among all of the campuses. The results are shown in Table 30.

Table 30: Satisfaction With Registration Process,

Woodbridge Campus Students

Satisfaction With Registration Process	Students	
	#	%
Yes	167	98.8
No	2	1.2

Total	169	100.0

Summary

Overall, students reported high levels of satisfaction with continuing education courses, instructors, and registration processes. Over 93% of the students from all five campuses indicated that the course met their goals and/or expectations. Likewise, between 93% to 98% of the students would recommend the course instructors to others. There was little difference in the levels of satisfaction with course instructors expressed by students from the different campuses.

The continuing education instructors were highly rated in six different areas of instructional quality. Among the five campuses, between 73% to 85% of the students ranked their instructor as "excellent". In addition, between 96% to 98% of the students indicated they would take another course with the same instructor. Again, there was little difference between the responses from the different campuses.

Except for students from the Alexandria Campus, a greater proportion of the students learned about the continuing education course through a flier or brochure. Students from these four campuses also mostly registered for the course by phone. At the Alexandria Campus, a greater number of the students indicated they learned about the course through "other means" (e.g., another continuing education course, the NVCC website, etc.). In addition, Alexandria Campus students, more than others, registered in person for a course. Across the NVCC campuses, 96% to 99% of the students indicated that they found the registration process to be satisfactory.

NORTHERN VIRGINIA COMMUNITY COLLEGE

OFFICE OF INSTITUTIONAL RESEARCH

The purpose of the Office of Institutional Research is to conduct analytical studies and provide information in support of institutional planning, policy formulation and decision making. In addition, the office provides leadership and support in research related activities to members of the NVCC community engaged in planning and evaluating the institution's success in accomplishing its mission.

DIRECTOR

Dr. George E. Gabriel

STAFF MEMBERS

Consuelo Brito

Margret Chang

Johan Dennett

Louise Herzfeld

Linda Hoffman

Nadezhda Osmanova

4001 Wakefield Chapel Road

Annandale, VA 22003-3796

(703) 323-3129

www.nv.cc.va.us/oir